

Appl. No. 09/785,048
Amdt. dated March 8, 2006
Reply to Office action of December 8, 2005

REMARKS/ARGUMENTS

Claims 1-18 and 21-27 are pending in the application. Examiner rejected claim 1-5, 8-18 and 21-27 under 35 USC 103(a) as being unpatentable over Walker et al. in view of Rtischev et al. Examiner states that, "Walker does not specifically suggest dividing a portion of a voice interaction into panels after being spoken, wherein the panels correspond to respective sections of a script, however Rtischev discloses a means for dividing a received speech input corresponding to a script reading into words, phrase, sentence and phone units (panels) (col. 5 lines 47-67 and col. 7, line 50 – col. 18, line 14)."

Previously presented claims 1 and 18 disclose, among other elements, a script compliance method and system for evaluating compliance of a live agent with a script from which the live agent reads when conducting a voice interaction with a live customer and dividing data representing a portion of the voice interaction into a plurality of panels after being spoken by the live agent, wherein the panels correspond to respective sections of the script.

Rtischev discloses a method and apparatus for language instruction and language fluency evaluation in which a language lesson can be administered and evaluated while tolerating strong foreign accents, and producing a reading quality score. The instant invention, unlike Rtischev, describes evaluating the compliance of a live agent reading a script while conducting a voice interaction with a live customer.

The "panels" are defined in the instant application on page 20, lines 16 – page 21, line 3. More specifically call scripts are presented in separate panels containing discreet portions of the overall call script. As an agent progresses through a call, the agent moves from a first panel, to a second, to a third, and so on. A single offer of a good or service may be contained on a single panel, or on several panels. Alternatively, several offers may be presented during a single call. As such, Applicant does not believe that Rtischev discloses dividing a received speech input into panels as described in the instant invention.

As such, Applicant believes 1 and 18 are in condition for allowance and respectfully requests that they as well as the claims that depend from claims 1 and 18 be passed to allowance.

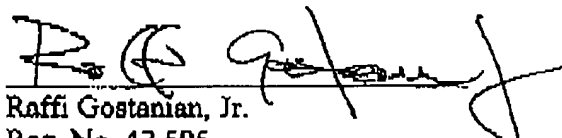
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In conclusion, the Applicant requests favorable action on this response at the Office's earliest convenience.

Respectfully submitted,

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